



LakeXpress & Lake County Connection Transit Operations & Maintenance

Request for Proposals (RFP) Number 17-0202

Pre-Proposal Conference, Fleet Review & Facilities Tour

October 13, 2016

9:00 a.m.

Pre-Proposal Conference Agenda



1. Introduction of County Leadership and Management
2. Lake County Overview
3. Scope of Services
4. RFP Overview
5. Operations & Maintenance Overview
6. Service Quick Facts
 - A. LakeXpress
 - B. Lake County Connection
7. Facilities Tour
8. Fleet Review
9. Projected Procurement & Transition Schedule

County Leadership



➤ **County Manager**

- David C. Heath

➤ **Deputy County Manager**

- Bill Veach

➤ **Budget Director**

- Stephen Koontz

➤ **County Attorney**

- Melanie Marsh

➤ **Assistant County Attorney**

- Luis Guzman

County Management & Staff



➤ Procurement Services Department

- Barnett Schwartzman, Manager
- Cathy Vanatta, Supervisor

➤ Community Services Department

- Dottie Keedy, AICP Director
- Tomika Monterville Transit Division Manager
- David Hope, Transit Operations Supervisor

Lake County Overview

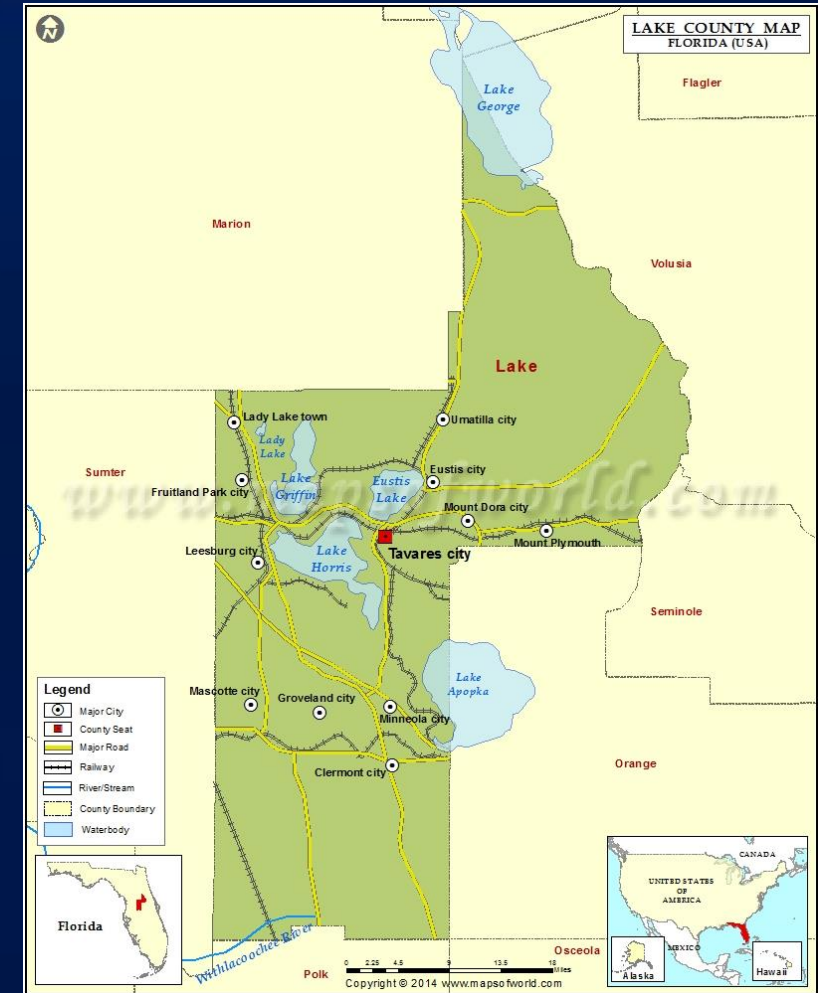


- Lake County is governed by a five-member, elected Board of County Commissioners. Lake County's day-to-day operations are managed by a County Manager who reports to the Lake County Board of County Commissioners (LCBCC).
- The Lake County Seat of government is Tavares, Florida.
- Fourteen incorporated cities in Lake County, of which the largest is Clermont.

Lake County Overview (cont'd.)



- Population - 325,875
- Over 25% of residents over 65 years of age
- Households – 117,000; Median household income \$45,465
- Per capita income - \$24,103



Scope of Services



- Lake County is seeking qualified firms to operate and maintain their LakeXpress fixed route and Lake County Connection paratransit services
- Operations includes and is not limited to:
 - Management, Staffing & Labor Relations
 - Scheduling
 - Service Planning
 - Participation in local, state and federal audits, reviews and planning activities
- Maintenance includes and is not limited to:
 - Maintenance of all revenue and non-revenue vehicles
 - Preventive Maintenance
 - Body Repairs
 - Participation in safety audits and inspections by local, state and federal agencies

RFP Overview



- The County will use the Federal Transit Administration's (FTA) "Best Value" methodology to make the selection with price and other factors considered in the evaluation process
- Evaluation criteria are listed in the solicitation in descending order of importance.
- Contract will have a three (3) -year term with four (4) additional one (1) year option periods
- Operations and maintenance funding sources include:
 - Federal Transit Administration (FTA)
 - Florida Department of Transportation (FDOT)
 - Program Revenues (including fares)

RFP Overview

Communications



- All correspondence, questions, communications, and/or contacts regarding this RFP shall be in writing no later than five (5) business days before the proposal due date and must be addressed to:

Barnett Schwartzman

Procurement Services Manager

Lake County BCC, Procurement Services

315 W. Main Street, Room 441

P.O. Box 7800

Tavares, Florida 32778-7800

Telephone: 352-343-9839; Fax: 352-343-9473

E-mail: bschwartzman@lakecountyfl.gov

RFP Overview

Delivery, Due Date & Time



- Proposals shall be received and accepted in the Office of Procurement Services prior to 3:00 p.m., Friday, October 28, 2016 (Eastern Standard Time)
- One (1) original proposal, three (3) complete copies of the proposal, and one (1) complete copy on electronic media (CD, jump drive) are to be submitted by the vendor under seal.
- Any proposal received after this time will not be considered and will be returned unopened to the submitter
- Proposals shall be manually signed in BLUE INK by an official authorized to legally bind the vendor to its provisions

RFP Overview

Submittal Tabs



- Tab A. Cover Page of RFP
- Tab B. Statement of Interest
- Tab C. Pricing/Certifications/Signature
- Tab D. References (Attachment 1)
- Tab E. Vendor Profile Form (Attachment 2)
- Tab F. Proof of Insurance
- Tab G. Personnel
- Tab H. Subcontractors
- Tab I. Emergency Plan
- Tab J. Maintenance Plan & Preventive Maintenance Plan
- Tab K. Safety Program & Safety Record
- Tab L. Security Program
- Tab M. Facility Information Plan
- Tab N. Alternate Fuel Program
- Tab O. Vehicle Rehabilitation Plan
- Tab P. Information Management System (IMS)
- Tab Q. Cleaning Program/Policy
- Tab R. Parts/Equipment Program/Policy
- Tab S. Training, Coaching & Counseling (Disciplinary) Program

RFP Overview

Submittal Tabs (cont'd.)



- Tab T. Sample Vehicle Delivery/Pick-up Form and Sample Vehicles Acceptance Form
- Tab U. Transition Management Plan.
- Tab V. Sampling Methodology for On-Time Performance
- Tab W. Drug & Alcohol Procedures & Policy
- Tab X. Information Technology System (ITS) and Telecommunications Plan
- Tab Y. Service Adjustment Policy & Procedures.
- Tab Z. Forms
- Tab AA. Revenue Vehicle Assignment Plan
- Tab BB. Background Screening Policy & Process
- Tab CC. Customer Service Training Program
- Tab DD. Trip Scheduling Operating Procedure
- Tab EE. Uniform Policy

RFP Overview

Method of Award



- The County will evaluate proposals based on:
1. Relative volume and quality of similar work provided for other public and private entities;
 2. Comparable experience and background of the specific personnel to be assigned to the team that shall serve the County. There will be specific emphasis placed on the relative experience and credentials of the proposed on-site general manager;
 3. Proposed materials and plans to accomplish task;
 4. Proposed costs/fee schedule;
 5. Reports from direct and indirect references;
 6. Other relevant criteria such as experience with RouteMatch Scheduling Software, capability to support and/or comply with Disadvantaged Business Enterprise (DBE) and related small business participation goals; and
 7. Responsiveness and completeness of the written proposal to these instructions within regard to the Scope of Services/Work (SOW).

RFP Overview

Pre-Proposal Questions



- Please write any questions on the index cards provided
- After the presentation, questions will be collected and read aloud
- Where practicable, verbal responses/answers will be provided
- Responses to all questions will be confirmed by written addendum

RFP Overview

Addendum Process



- Clarifications or modifications to the RFP documents may occur, with all official changes to be confirmed via written addenda
- Addenda may result from issues addressed by vendors in a timely manner or identified by Lake County
- No answers given in response to questions submitted shall be binding upon this solicitation unless confirmed in writing as an addendum to the solicitation by the Lake County Procurement Services
- Addendum will be issued via electronic notice to registered vendors

RFP Overview

Public Disclosure



- Proposals will be publicly opened with unpriced tabulation of responses posted to the County website shortly thereafter.
- Proposals received are considered public records, and are subject to public inspection and copying in accordance with public records directives.
- Offeror may specifically mark and clearly label as “CONFIDENTIAL” any materials which they consider to contain trade secrets or other proprietary information. Exemption from disclosure is subject to Florida’s public records laws.

Operations & Maintenance Overview



- Fixed Route and Paratransit services are currently operated under one contract. The County seeks one contractor for both operations and maintenance.
- Maintenance is currently performed by the County's Fleet Maintenance Division
- Lake County Currently operates seven (7) fixed routes with 10 vehicles operated at maximum service (VOMS)
- Paratransit service includes 53 Cutaway vehicles, typically operating 32 – 43 routes daily, depending on vehicle availability

LakeXpress Quick Facts



- Seven Fixed-Routes serving the following areas:
 - **Route 1A** – The Villages, Lady Lake, Fruitland Park, Leesburg,
 - Route 1 – Leesburg, Tavares and Eustis
 - **Route 2** – Leesburg
 - **Route 3** – Eustis and Mount Dora
 - **Route 4** – Altoona, Umatilla, Eustis, Mt. Dora, and Zellwood & LYNX (Every 2 Hours)
 - Route 50 West – Mascotte, Groveland and Clermont
 - **Route 50 East** - Clermont and Winter Garden Regional Shopping Center
- One (1) hour headways for all routes except Route 4
- Operates Monday - Friday: 6:00a.m. – 8:00p.m.; Fare: \$1.00
- Seniors, Veterans, Disabled ride for **\$.50**; and **Students ride FREE!**

LakeXpress Quick Facts (cont'd.)



➤ Major Activity Centers Served

- Government Centers
- Regional Hospitals
- Educational Institutions
- Retail Centers
- Natural Resources



LakeXpress Quick Facts



LakeXpress standard shelter and bench examples.

2015 National Transit Database

- 307,566 Annual ridership
- 1,206 Weekday riders
- 13 Average riders per vehicle hour
- 23,272 Annual revenue hours
- 408,433 Annual revenue miles

RFP Scheduled Revenue Hours

- 34,000 Annual Revenue Hours Scheduled

Lake County Connection Quick Facts (cont'd.)



- County-wide paratransit (Door-to-Door) service is primarily intended for mobility-impaired, developmentally-disabled and senior citizens who meet ADA and/or Transportation Disadvantaged eligibility requirements
- Operates Monday - Friday: 6:00a.m. – 7:45p.m.
- Saturday and Sunday service for Dialysis trips only

Lake County Connection Quick Facts (cont'd.)



2015 National Transit Database

- 130,373 Annual trips
- 482 Average weekday trips
- 73,299 Annual revenue hours
- 1,192,376 Annual revenue miles

RFP Scheduled Revenue Trips

- < 90,000 Annual revenue trips



Facilities Tours



- Facilities Tours will commence immediately following the Pre-Proposal Conference

11:00 a.m.- 12:00 p.m.

- Lake County Fleet Maintenance Division
 - 20423 Independence Boulevard, Groveland, Florida 34736

12:30 p.m.-2:30 p.m.

- Lake County Transit Operations and Management are located at:
 - 31735 Executive Boulevard, Leesburg, Florida 34748 (Current 3rd Party Vendor Office and Lake County Connection vehicle staging /pull-out location.)
 - 2440 U.S. Highway 441, Fruitland Park, Florida 34731 (Lake County Staff and LakeXpress vehicle staging/pull-out location.)

Fleet Review



- To expedite the Offeror's review of Lake County's existing vehicle fleet, the County has contracted for inspections of all non-revenue and revenue buses and sedans associated with this solicitation
- Offeror's will be provided a report of the inspection results via addendum
- During the facilities tour, Offerors will be allowed to view buses and sedans representative of the County's fleet. Detailed inspections will not be allowed
- Questions regarding the existing condition, maintenance records, etc. of all vehicles shall be submitted by Offerors in writing and submitted to Barnett Schwartzman at the address listed in the RFP

Projected Procurement and Transition Schedule



- October 2016 – Solicitation Period
- November 2016 – Evaluation Period
- December 2016 – Recommendation and Award Period
- January 2017 – Start and complete operational function transition (full assumption of service by February 1, 2017).
- January – March, 2017 – Start and complete maintenance function transition (full assumption of service by April 1, 2017).

Questions & Comments



Thank you for your interest in Lake County!